

HAITHAM EZZELARAB

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DATE OF BIRTH	11 JUL 1982
MARITAL STATUS	Married with 2 children
NATIONALITY	Egyptian
ADDRESS	HURGHADA, RED SEA, EGYPT



OBJECTIVE Executive Assistant Manager / Hotel Manager

PROFESSIONAL SKILLS

- An experienced hospitality professional with over fourteen years of experience in a variety of establishments across different countries; Far East, Middle East & Egypt.
- Far East management experience in a multi-cultural environment in a luxury Resort.
- My background includes excellent experience in leadership positions in fast-paced front desk offices. From scheduling work shifts and overseeing administrative operations to managing budgets and ensuring top-notch guest service.
- Highly skilled in prioritizing tasks, developing effective communication and organizational procedures, and managing the hotel operation while maintaining compliance with all guidelines and standards.
- Overseeing the entire hotel operation and administrative support functions—including meeting coordination, financial reconciliation, scheduling, and issue resolution—while handling all guest concerns in a courteous and professional manner.
- Recruiting, hiring, training, developing, coaching, and supervising front office/desk team members to achieve superior customer service and guest experiences and drive adherence to hotel policies and procedures.
- Communicating regularly and effectively with cross-functional departments
- Excelling at balancing multiple tasks while providing top-level organization and communication skills and improving operational systems.
- The consistent theme throughout my career has always been my ability to drive operational, visual and customer service standards to the highest levels. I also possess creative flair as well as first class communication skills. However what really sets me apart from other candidates is my proven ability to maximize business opportunities and develop my staff to deliver greater service.
- Detail oriented with high dedication to service, quality, and customer satisfaction
- A leader and team builder with good administrative skills and regional responsibility
- Solid experience in rebranding, budgeting, forecasting, business development, profit/yield improvement, preparation execution and follow through of business plans, strong statistical and analytical abilities.
- Well experience in hotel Pre-Openings (Serenity Makadi 2006, Citadel Azur 2007, La Branda Sataya 2020) & Re-Opening (Titanic Beach Spa & Aqua Park 2009, The Chateau Spa & Aqua Park 2018).
- Full knowledge about all OS&E and FF&E for the pre-opening hotels.

ACHIEVEMENTS

- Increase the Service Index Performance of the hotel through my training program.
- Increase guest survey satisfaction as evidenced by the ratings in Booking.com, Agoda and Trip Advisor.
- Increase profit and revenue by working closely with the Sales

EDUCATION

South Valley University,
Sohag,
Faculty of Commerce,
Account department.
Bachelor degree in commerce

COMPUTER SKILLS

Power user of MS Office,
Internet, and E-mail, Social
Media, Professional

	<p>Department ensuring all local negotiated rates and groups are updated and all reservations associated with them are coded correctly.</p> <ul style="list-style-type: none">▪ Increase the rate of returning guests and improve word of mouth advertising as evidenced by the numerous positive mention of my name in Booking.com, Agoda and Trip Advisor.▪ Increase the email circulation of the hotel thereby increasing revenue and promoting goodwill.▪ Decrease the amount of post departure recovery by immediately addressing guest complaints and generating goodwill.▪ Led the team to the Dubai Arabian Travel Market 2016▪ Proponent for the database of the ATM▪ Liaison with the ATM generating income for the resort.▪ Handles Sales & Marketing inquiries for the Arab clientele.▪ Honor to win the award for the best luxury wellness resort from APTTF (Asia Pacific Tourism & Travel Hospitality Award) in April 2019▪ Honor to achieve the 5 stars standard requirement after the re-opening in Jan 2019 & classified as a 5 stars luxury resort.	knowledge of Fidelio, Suite8 & Opera																									
TRAININGS & CERTEFICATION S	<ul style="list-style-type: none">▪ Pre- opening team at Le Branda Sataya Marsa Alam 2020▪ 2019 Dynamic High-performance Team & culture training▪ 2018 Mind-set transformation for Effective leadership team work▪ 2015 Food handling course (kursus Pengendalian Makanan)▪ 2012 Certified Hospitality Department Trainer from American Hotel & Lodging Educational Institute▪ 2012 Front Office Management Training Egyptian Hotel Association▪ 2011 Successful Completion of Front Office Management from Ministry of Tourism.▪ 2008 Egypt Tourism Cluster Work Force Development Program, Hurghada, Egypt.▪ 2008 Preopening & Opening certificate from Citadel Azur▪ 2006 Preopening & Opening certificate from Carlos Makadi	<table><tr><th>LANGUAGES</th><th>ARABIC</th><th>MT</th><th>English</th><th>German</th></tr><tr><td>Simple Chats</td><td></td><td></td><td>•</td><td></td></tr><tr><td>Business Discussions</td><td>•</td><td>•</td><td></td><td></td></tr><tr><td>Understand Text</td><td>•</td><td>•</td><td></td><td></td></tr><tr><td>Business Writing</td><td>•</td><td>•</td><td></td><td></td></tr></table>	LANGUAGES	ARABIC	MT	English	German	Simple Chats			•		Business Discussions	•	•			Understand Text	•	•			Business Writing	•	•		
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March 20 – Up to date.	<p>Director, Acting Executive Assistant Manager La Branda Sataya Marsa Alam (Meeting Point) Pre-Opening Team, 483 rooms & suites, 14 Food & Beverage outlets (3 specialty restaurants: Italian, Asian with Teppanyaki & Sushi Bar and Lebanese) as well conference room & Discotheque, 6 swimming pools including water slides, Kids’ area with water slides, Amphitheater and Spa where all sorts of treatments are offered, including mix-therapy, hot stones, medical and neck massages. Total staffing 460 employees.</p>																										
May 14 – May 19 05 Y 0M	<p>Director Of Operations The Chateau Spa & Organic Wellness Resort Malaysia 5* Re-opening phase, 180 rooms & suites, 5 Outlets (Breakfast Lounge, Afternoon tea lounge, All day dining restaurant, French fine dining restaurant, spa café, Lobby bar, Cigar Lounge) , 5 Meeting Rooms plus Wedding hall up to 350 pax, Full operated luxury wellness spa (Yoga, Gym, Steam, Sauna, Jacuzzi, nail studio, Haircut salon & 24 Treatment rooms), 230 employees.</p>	EMPLOYERS <table><tr><td>Meeting Point</td><td>Up to date</td></tr><tr><td>Berjaya</td><td>5Y 0M</td></tr><tr><td>Titanic</td><td>3Y 2M</td></tr><tr><td>Sun Rise</td><td>0Y 3M</td></tr><tr><td>Azur</td><td>1Y 2M</td></tr><tr><td>Serenity</td><td>1Y 6M</td></tr><tr><td>Jaz collection</td><td>2Y 0M</td></tr></table>	Meeting Point	Up to date	Berjaya	5Y 0M	Titanic	3Y 2M	Sun Rise	0Y 3M	Azur	1Y 2M	Serenity	1Y 6M	Jaz collection	2Y 0M											
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Aug 12 – Feb 14 01Y 6M	<p>Travel & Tour Consultant ZOVER INTERNATIONAL, TRAVEL AGENCY 5 Branches at Riyadh, Saudi Arabia.</p>																										
Jun 09 – Jul 12 03Y 1M	<p>Assistant Front Office Manager TITANIC BEACH SPA & AOUA PARK Hurghada 5*</p>	MARKETS <table><tr><td>Malaysia</td><td>5Y 0M</td></tr></table>	Malaysia	5Y 0M																							
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	608 rooms & suites, 10 Outlets (Oriental, Chinese & Italian a la carte, all day restaurant & Beach restaurant, 4 bars & 1 Disco) 2 Meeting Rooms up to 600 pax, Aqua Park. 40 employees.	Saudi Arabia Egypt	1Y 6M 7Y 10M
Mar 08 – May 09 01Y 2M	Junior Assistant Front Office Manager CITADEL AZUR RESORT, Hurghada 5* Pre-opening phase, a unique architecture resort 354 rooms & suites, 6 Outlets, 1 Meeting Rooms up to 500 pax Mexican, Italian a la carte, all day restaurant 2 bars & pup. 35 employees		
Sep 06 – Feb 08 01Y 6M	FRONT OFFICE SUPERVISOR SERENITY MAKADI, Hurghada 5* Pre-opening phase 614 rooms & suites. The hotel has 1 main restaurant and 5 a la carte restaurants: Italian, Oriental, Asian and food court. In addition has 4 large bars either in the lobby or at the swimming pools, 16 employees		
Sep 04 – Sep 06 02Y 0M	FRONT DESK AGENT JAZ MAKADI OASIS & FAMILY RESORT, Hurghada 5* 545 rooms & suites, 4 Outlets, all day restaurant & 2 bars, Fitness center and spa, which includes reviving and reinvigorating treatments, steam, foot bath, Jacuzzi, massages, relaxation programs and beauty services.		

REFERENCES

Name	Company	Title	E-Mail	Mobile
MS TEH MING WAH,	Berjaya Group	CEO	mingwteh@yahoo.com	+60 18 222 1188
MR. AMR HAROUN	LAICO REGENCY HOTEL, NAIROBI	GM	amrharoun@usa.com	+20 12 7360 1644
MR.AHMED MAHMOUD	JAZ COLLECTION	HM	ahmedmahmouddoha@gmail.com	+20 12 274 7543
MR. ALBERT	Berjaya Group	Consultant	albert@above-5.com	+60 19 222 9370
MR. RUDOLF STEIGER	Berjaya Group	GROUP DIRECTOR, OPERATIONS	rudolf@berjayahotel.com	+60 17 936 6388
Mr. Mohamed Maged	Princess Egypt Hotels	GM	m.maged@princessegypthotels.com	+20 10 0185 1958
Mr. Ashraf Naguib	Meeting Point	GM	Naguib.ashraf@gmail.com	+20 10 2900 2990